

STUDENT HANDBOOK

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CRESCENDO[®]
INTERNATIONAL
COLLEGE

IPTS No. DK006(J)

www.crescendo.edu.my

ABBREVIATIONS

CIC	Crescendo International College
CCB	Crescendo Corporation Berhad
UOLIP	University of London International Programmes
UOL	University of London
CIE	University of Cambridge International Examinations
ACCA	The Association of Chartered Certified Accountants
CIMA	Chartered Institute of Management Accountants
LLB	Bachelor of Laws (LLB)
GCE	General Certificate of Education
MPU	Mata Pelajaran Umum

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IMPORTANT

CIC reserves the right to revise the information/rules and regulations in this handbook from time to time without any prior notice

WELCOME

This marks the beginning of a new journey for you, and we hope that you will find life at CIC interesting.

To make your studies with CIC a memorable one, the staff and management had introduced this Student Handbook so you can familiarize with the College and the way we will be working with you. You are on the way to your tertiary and professional goals and we hope to lead you on your first step.

The handbook contains important, practical information on various aspects of student life specific to your studies at the College. It will help you to understand some of the procedures involved, and to ease your transition into tertiary education. The handbook will be a useful tool for you to refer to in times of doubt. However, you are always welcome to talk to any of our staff for assistance.

MESSAGE FROM THE CHIEF EXECUTIVE

Trustworthy and Reliable

Crescendo International College is a subsidiary of Crescendo Corporation Berhad (CCB), a public listed company on the Main Board of Bursa Malaysia. CCB is the renowned developer of Desa Cemerlang in Johor. CCB is also accredited with the success of developing Taman Perindustrian Cemerlang – one of the largest private industrial zones in Johor with more than 900 factories and warehouses.

International Recognition

What is a good qualification to you? At Crescendo International College, we are proud to be associated with the University of London International Programmes (UOLIP), University of Cambridge International Examinations (CIE), and professional bodies such as the Association of Certified Chartered Accountants (ACCA) and Chartered Institute of Management Accountants (CIMA). They are world-class institutions which award highly recognized qualifications. Their graduates are highly-respected and enjoy more recognition. For example, the Bachelor of Laws (LLB) degree from the UOLIP allows its graduates to practice law not just in Malaysia, but in Hong Kong and the UK as well. Likewise, the Cambridge A Level qualification is one of the very few university foundations which is recognized by the top universities around the world such as Cambridge, Harvard, Oxford, London, etc. And, ACCA qualifies the graduates to be Chartered Accountants in Malaysia and Singapore.

Quality Education

Making the right decision is not always easy. You'll have to make many enquiries and collect a lot of information such as the recognition of the degree, the experience and performance of the lecturing team, and the school fees involved. Mistakes can be very costly. We at Crescendo International College understand all that and have embarked on a challenging mission – to deliver quality education at an affordable price to Johoreans. The term “quality” refers to two things: (1) a truly world-class internationally recognized qualification, and (2) a team of dedicated lecturers who are expected to perform to a high standard.

Ordinary People, Extraordinary Dreams

Our graduates' achievements are our achievements too. Some dreamt of working overseas in places like Singapore and China, and they have succeeded. Some work in small firms while others work in bigger firms such as the Big 4 accounting firms, multinationals and public listed companies. They are “ordinary people” with extraordinary dreams and we are honoured to be given an opportunity to play a part in making their dreams come true.

I welcome you and wish you every success in your studies.

Professor Dr Ng Geok See

Chief Executive

OUR VISION

To be the premier college of excellence for the study of various disciplines such as law, accounting, business management, computer science and airline services.

OUR MISSION

To provide quality education which focus on knowledge, skills, attitude, and employability at an affordable fee to all.

CONTACT

Contact Information for Crescendo International College:

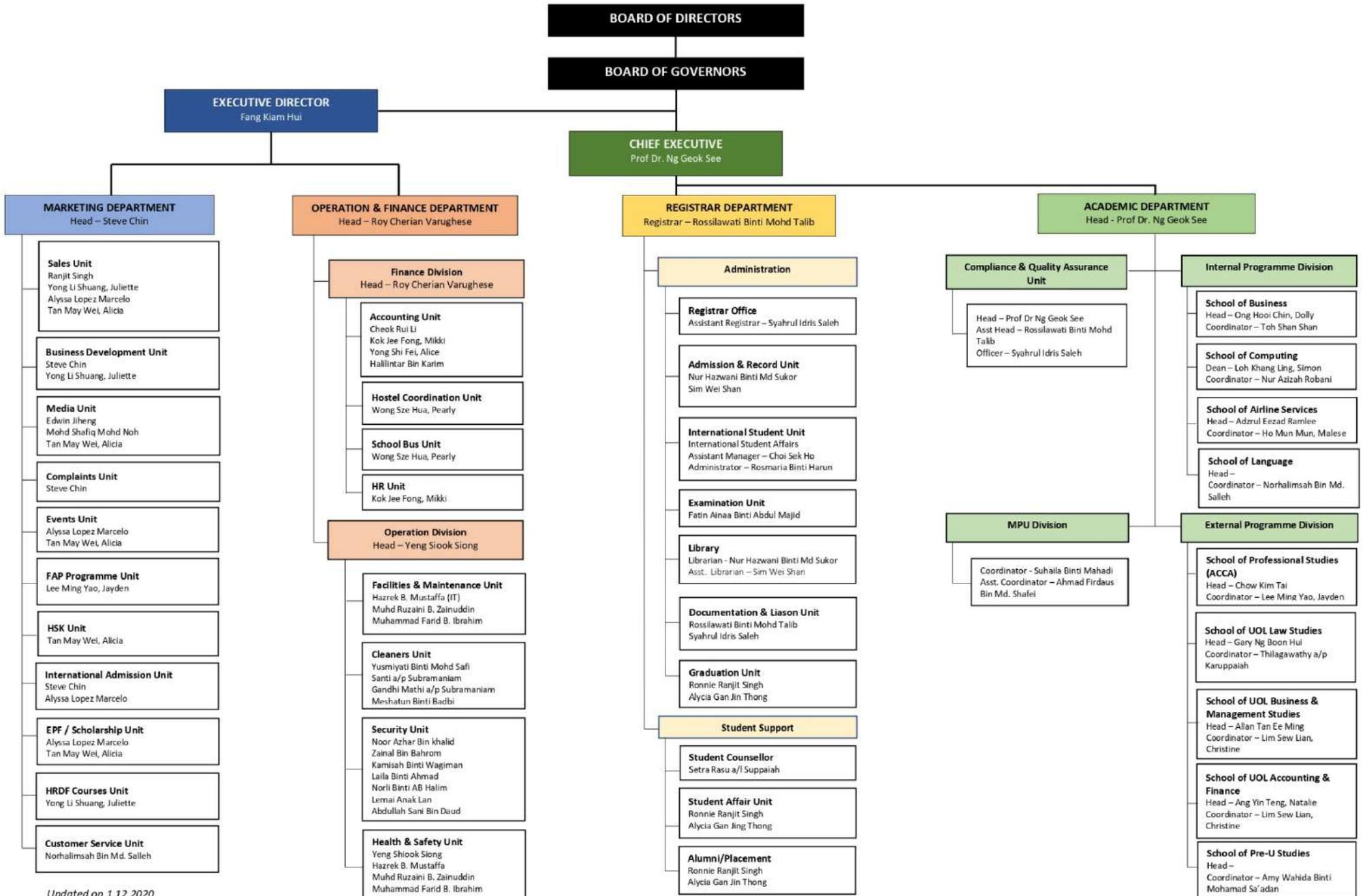
Postal Address	PTD 204446 Lebuah Cemerlang Taman Desa Cemerlang 81800 Ulu Tiram Johor, Malaysia
Telephone	(+607) 8636 888
Fax	(+607) 8632392
E-Mail	admin@crescendo.edu.my
Website	www.crescendo.edu.my

MANAGEMENT

Academic Department	<p><i>Professor Dr. Ng Geok See</i> – Head of Academic</p> <p><u>School of Professional Studies (ACCA)</u> Chow Kim Tai – Programme Head Lee Ming Yao, Jayden – Programme Coordinator</p> <p><u>School of UOL Business & Management Studies</u> Allan Tan Ee Ming – Programme Head Lim Sew Lian, Christine – Programme Coordinator</p> <p><u>School of UOL Accounting & Finance Studies</u> Ang Yin Teng, Natalie - Programme Head Lim Sew Lian, Christine – Programme Coordinator</p> <p><u>School of UOL Law Studies</u> Gary Ng Boon Hui – Programme Head Thilagawathy a/p Karuppiah – Programme Coordinator</p> <p><u>School of Business</u> Dolly Ong- Programme Head Toh Shan Shan – Programme Coordinator</p> <p><u>School of Computing</u> Simon Loh – Dean Nur Azizah Binti Robani – Programme Coordinator</p> <p><u>School of Airline Services</u> Adzrul Eezad Ramlee – Programme Head Ho Mun Mun, Malese – Programme Coordinator</p> <p><u>School of Pre-U Studies</u> Prof Dr Ng Geok See – Acting Programme Head Amy Wahida Binti Sa’adan – Programme Coordinator</p>
Registrar Department	<i>Rossilawati Binti Mohd Talib</i> - Registrar
Marketing Department	<p><i>Steve Chin</i> – Head of Department Ranjit Singh Edwin Jiheng Juliette Yong Li Shuang Alyssa Lopez Marcelo</p>

	Alicia Tan May Wei Mohd Shafiq Mohd Noh
Finance Department	<i>Roy Cherian Varughese</i> – Head of Department Kok Jee Fong, Mikki Yong Shi Fei, Alice Wong Sze Hua, Pearly Cheok Rui Li Halilintar Bin Karim
Operation Department	<i>Yeng Siook Siong</i> – Head of Department Hazrek Bin Mustafa Ruzaini Bin Zainuddin Muhammad Farid Bin Ibrahim
Library	<i>Nur Hazwani Binti Md Sukor</i> – Librarian Sim Wei Shan – Assistant Librarian
Compliance & Quality Assurance Unit	<i>Prof Dr Ng Geok See</i> – Head Rossilawati Binti Mohd Talib – Assistant Head Syahrul Idris Saleh – Officer

The college organization chart is shown on the next page.



STUDENT REGULATIONS

1. Responsibilities of Students. Every student shall:

- Obey the laws of the nation.
- Obey the rules and regulations of the Crescendo International College.
- Co-operate with the College authorities in all College matters, whether personal or on behalf of others, including providing information and evidence.
- Wear or carry the student card at all times while in the College or while dealing with the College administration and to produce the card when asked by person or persons authorized to do so by the College.
- Attend all learning sessions.
- Sit for examinations, unless barred from doing so. If a student is barred, he may apply for permission from the Head of Programme to have the bar lifted and to sit for the examination.
- Be responsible for safeguarding and ensuring the safety of the property of the College used by him or her.

2. Prohibitions

- No student is permitted to be involved in any activity or activities or conduct which may damage or harm the interests, harmony, or good name of the College or its students, staff, officers or employees.
- No student is permitted to use any lecture, tutorial or teaching materials which are provided to him by the College for the purpose of publication, distribution or dissemination, whether for payment or otherwise.
- No student may plagiarize the intellectual property of others, including data, ideas, publications and inventions.
- No student may cheat or attempt to cheat or act in a manner that can be interpreted as cheating or attempting to cheat in an examination.
- No student may, while on the premises of the College, receive or have in his possession any alcoholic drink.
- It is the policy of the College to prohibit the use of all tobacco products, including E-Cigarettes as well as all smoking materials within all college facilities, on all college grounds, and on all college buses by any student.
- No student may promote or carry on gambling or playing cards (except educational playing cards) activities that result in betting money on the premises of the College.
- No student may, while on the premises of the College, receive or have in his possession any pornographic materials.
- No student may in his possession or under his controls any drug or poison.
- No student may possess or have under his control any firearm or explosives.
- No student or group of students may organize, conduct or participate in any activity in the name of the College without permission or written instructions to do so from the College.

- No student or group of students may promote, manage, or assist in the collection of money or contributions in the name of College without permission or written instruction to do so from the College.
- No student or group of students may participate in anti-College activities.
- No student or group of students may establish any association or club or any such body without the permission of the College.
- No student or group of students may make any statement to the Press in the name of the College without the written permission of the College.

3. General Safety

- The student is to comply with the general safety standards and to observe proper handling of all CIC assets and equipment. Any damage to equipment or any part of the building will render the student responsible for the repairs or replacement.
- CIC and its management will not be held responsible for any injuries to students caused by accidents within its premises.
- CIC does not bear the responsibility or liability for any damage to students' properties or injuries to students caused by the misuse or unauthorized use of the College equipment in the College premise.

4. Discipline Policy

The student is liable to **immediate expulsion** for any misconduct and/or breach of the College's Rules & Regulations. The following actions and behaviors are considered to be a valid misconduct:

- Disciplinary misconduct like disturbances, harassment, disrespectful behavior to staff, lecturers and other students.
- Activities or conducts detrimental to be welfare and reputation of the College.
- Damage to the CIC premises and equipment.
- Conducting activities (such as games, competition and other social events) in the College without prior application approval.
- Withholding or providing false information at the time of registration, and thereafter.
- Providing false contacts or information regarding parents of guardians.
- Endangering the safety of oneself or others in and around the College.
- Conducting or instigating assault/criminal/illegal activities within the College or outside the College.
- Downloading, watching and/or distributing illegal/improper materials using the College's internet facilities.
- Bringing dangerous or adult-content materials (e.g. drugs, knives, adult pictures, adult magazines, etc) into the College.
- Failure to inform guardians/parents of disciplinary actions.
- Not cooperating or ignoring instructions to attend disciplinary meeting/hearings and counseling sessions.

- Non-payment of outstanding fees.

Expelled students may not take their examinations in the College even if their examination fees have been paid. There will not be any refund for examination fee paid.

5. Dress Code

- Students are expected to be neat, clean and appropriately attired for College and Classes.
- Dress, accessories and jewelry which contain obscene symbols, signs or slogans, and/or which slur or degrade on the basis of race, religion, ethnicity, sex, disability or sexual orientation, contain language or symbols supporting sex, drugs, alcohol, or tobacco, and impose a threat of imminent violence or disruption to the orderly operation of the College shall not be worn.
- Clothing MUST NOT be excessively short, tight, or revealing.
- No flip flops, no Japanese slippers as well as no house slippers.

Students appearing on College grounds in violation of the dress code will not be permitted into College and will be asked to change clothing. Students who are inappropriately dressed will NOT be allowed to sit for examinations. The followings show the detailed dress code of the College.

DRESS CODE

Setting a standard for dressing which (1) reflects a respect for the college, and (2) creates a positive image for yourself & all fellow college students.

From 14th October 2019 (Mon) onwards, please adhere to the following guide:

MEN



No earrings



Singlets or sleeveless t-shirts are not allowed



Long pants or jeans are ok



Any kinds of shorts



Sandals are not allowed



Acceptable Footwear

LADIES

Skirts or shorts which cover mid thigh



Skirts or shorts which don't cover mid thigh



Acceptable Office Footwear

GENERAL



Shirt with sarcastic or insulting words



Track bottoms are not allowed



Slippers, flip flops or sandals that look like flip flops

ACADEMIC REGULATIONS

1. The Academic Year. Each programme has different academic year

Programme	Semester		Examination	
	Long	Short	Mid-Sem	Final
UoL	Sept-Mac	Apr-Aug* (mini intake)	-	Apr-May* (External)
Diplomas	Apr-Jul Sept-Dec	Jan-Mac	Feb, May, Oct	Marc, Jul, Dec
ACCA	Jan-May Jul-Dec	-	-	Jun, Dec
GCE A-Level	Apr-Sept (AS) Dec-Apr (A2)	-	-	Oct/Nov May/June
Foundation	Apr-Sept Sept-Jan	Jan-Apr		Marc/Apr, Aug, Dec

2. Course Registration

- Credit Load Per Semester
 - For Diploma Programmes, the minimum and maximum credit units that students can take per long semester is 12 and 21 respectively and 3 and 9 respectively for short semester.
 - However, the Dean/Head of School have the discretion to allow students to register a total number of credit units less than minimum units if the student has fulfilled the minimum requirements for graduation.
- Registration Procedures
 - Students must register for courses at the Administration office of CIC before each semester begins
 - A duly completed registration form must be submitted to the Administration Office within 2 days after the commencement of the semester.
- Adding a Course
 - For Diploma programmes
 - Students who wish to add courses after submitting the registration forms must complete the Add/Drop Form, indicating the course(s) to be added. Approval for adding courses is subject to class size. Students will be given two weeks (for long semester) and 1 week (for short semester).
 - Students will not be allowed to take the examination for the course if they fail to submit the form within the stipulated time.
 - For other programmes
 - Students can choose to add courses within the first month of commencement of classes. Administration fees (and tuition fees) apply. You may speak to your programme Coordinator for more details on the procedure.

- Dropping a Course
 - Students who wish to drop courses must complete the Add/Drop Form, indicating the course(s) to be dropped. Students will be given four weeks (for long semester) and 2 weeks (for short semester) after the start of the semester to drop a course.
 - They will deem to have failed the course(s) if they do not submit the Drop Forms within the stipulated time.
 - Repeating a Course (Diploma programmes only)
 - Students from Diploma in Business and Diploma in Airline Services are required to repeat courses if they obtained Grade F in core courses. For Diploma in Computer Science and language courses (i.e. English and Bahasa Malaysia), students are required to repeat if they obtain Grade C- and below.
 - Students who pass the repeated class of a course will receive an official grade one grade point lower than they earn. Examples, 4.00 will be 3.67, 3.33m will be 3.00, etc. However, 2.33 or lower will remain the same.
 - The passing grade will supersede the failing grade received before and will be computed into Cumulative Grade Point Average (CGPA). See Appendix A How Can I Calculate My CGPA.
 - Students who fail any courses THREE (3) times will be required to withdraw from their programme.
 - The fee for repeating a course is RM 150 per credit hour. The deadline for submitting Repeat Registration Forms is within 1 week after the commencement of the semester.
 - Details on repeating a course are given in section College Policies - Policy on Repeating a Course.
3. Change of Programme (Diploma Programmes Only)
- Accepted applicants who wish to apply for a change of program/option must first register as students of CIC in the programs that have been offered. The closing date for submission of completed application forms for change in program/option, obtainable at the Admission Department is 2 weeks (long semester)/1 week (short semester) after the commencement of the semester.
 - Approval for the change of program/option is at the discretion of the Dean/Head of School concerned.
4. Course Offered
- Compulsory MQA MPU (*Mata Pelajaran Umum*) Courses
 - This requirement is only applicable to Diploma and Degree programmes.
 - There are four (4) groups of MPU courses where a student must fulfil the MPU requirements. The courses can be a core or elective course of a programme (please refer to the respective programme structure).

- Requirements for Diploma and Degree levels vary, as set out below:

Programme /Level	Number of Courses and Credits				Total Credits
	U1	U2	U3	U4	
Degree	2 (6 credits)	1 (2-3 credits)	1 (2-3 credits)	1 (2 credits)	10-14
Diploma	1 (3 credits)	1 (2-3 credits)	1 (2-3 credits)	1 (2 credits)	8-11

- It is **COMPULSORY** for Malaysian students who did not obtain a credit in Bahasa Melayu in SPM to register for Bahasa Kebangsaan A as an additional U2 component for the programme.
- International students will be exempted from these subjects and are to replace them with other elective subjects.
- Core courses are designed to provide students with a basic knowledge and understanding in the areas of study pursued by the student.
- Elective courses are open to any student who wishes to register.

5. Course Timetable

- The course schedule and list of courses offered on every semester will be prepared by each programme and distributed to students before semester begins.
- Students are not allowed to register courses that clash in lecture or tutorial hours.
- Some courses are offered only once a year or only upon sufficient demand as determine by Head of Programmes. Students are advised to adhere to the programme's study plan.
- Daily course schedule and class/lecture room location can be view at screen monitor at the lobby.

6. Credit Transfer (Diploma Programmes Only)

- Students who possess additional qualifications may apply for credit transfer from taking certain courses in writing when they enrol in their programme. Students must apply for credit transfer at least 2 weeks before the commencement of the first semester.
- Students must submit a certified examination results and syllabus of the course for credit transfer upon application. The syllabus must be 80% mapped. The minimum grade is C+ (or 55 marks and above) for the course applied for credit transfer.
- Students must attain a minimum CGPA 2.33 on semesters completed.
- Maximum total permitted for transfer for regular admission: 15 Courses.
- Students must complete a minimum of 1 year (3 academic semesters or 45 Credit Hours) with CIC.

- The credit transfer fee is RM 50 per credit hour with administrative fee of RM 50 upon application.
- The Academic Head has the sole discretion whether or not to grant credit transfer. The decision of the Academic Head is final and neither correspondence nor appeals will be entertained.

7. Examination & Evaluation System

- Coursework Requirements (Diploma Programmes Only): Coursework in the form of assignments, progress tests, quizzes, practical, projects, tutorial participation, etc shall contribute to the overall percentage of the marks depending on the specification of the particular course. In addition, students must have satisfactory attendance, have completed all coursework and settled all fees in order to sit for the examination. Failure to submit any piece of assessment and fulfill the coursework requirements will result in the student being barred from the examination and be awarded an F grade.
- Examination Requirements
 - Students will take the examination in the middle or/and the end of semester. All fees must be settled and attendance requirements for lectures, tutorials and practical as well as other course requirements must be fulfilled before students are allowed to sit for the examination.
 - Students must check the notice board for examination timetable and venue. If there is a clash in the timetable, the student affected must notify the Head of Programme immediately. No changes can be made to the timetable once the final timetable is released.
- Exam Regulations
 - Items allowed in Examination Halls: Candidates are only allowed to bring their stationary for writing purposes such as pencils, rulers and correction fluids into the examination halls. Cheat sheets, mobile phones, other electronic means of communication, etc. are strictly prohibited.
 - Examination Materials: Candidates are not allowed to remove any examination material such as examination papers, answer sheets, writing paper etc from the examination hall. Candidates may keep the examination paper if instructed by the invigilator or directed by special instruction in the examination paper.
 - Entry into and Exit from Examination Halls
 - Candidates will not be admitted to the examination hall **after THIRTY (30) minutes** the examination has started.
 - Candidates may not leave the examination hall during the examination. However, a candidate who desires to leave the hall temporarily must obtain prior permission and be accompanied by an invigilator.
 - Conduct and Attire in Examination Halls

- Candidates are not allowed to communicate with each other once they enter the examination hall.
 - Candidates must sit at the prearranged designated places.
 - Candidates should check that they have the correct question paper for the examination they are sitting.
 - Candidates must wait for instructions from the Chief Invigilator before they start writing the answers.
 - Should a candidate desire to communicate with a supervisor or invigilator, the candidate should raise his/her hand.
 - Candidates must be wearing suitable attire for examination purposes. Attire that is revealing, shorts, singlets and slippers are not allowed in the examination hall. Offenders may be barred from entering the hall.
- Cheating: Candidates who are caught red handed cheating (including in possession of cheat sheets, mobile phones, other electronic means of communication, etc.) during examination are deemed to have failed the entire paper. Students found repeating the offence will be suspended for one semester and will deem to have failed the entire examination of the semester.
- Absenteeism During the Examinations
 - If a candidate is unable to be present at an examination, he/she must contact Head of Programme/Coordinator and obtain prior approval of absent as soon as possible. In case of emergency, candidates who cannot obtain prior approval will have to inform the Head of Programme/Coordinator in writing within 24 hours of the examination day with supporting document attached.
 - If a candidate is sick or hospitalized, medical certificate must be submitted to the College within 24 hours for outpatient treatment and within 7 working days for hospitalization cases. In the event of a family member/relative's death, a death certificate must be submitted.
 - Candidates who are absent with permission are allowed to carry forward their coursework marks to the following semester when the course is offered and to sit for the examination only. Special arrangements will be made for final semester students in such cases.
 - Candidates will deem to have failed the entire paper if they are absent from the examination without permission.
- Resits
 - In Diploma in Business and Diploma in Airline Services, students who fail any main exam papers are given a 'second try' to resit the paper.
 - The resit paper grade will supersede the main paper grade and will be computed into the CGPA.
 - Details on resits are given in section College Policies - Policy on Resits.

8. Results, Grading System and Student's Academic Status

- Examination Results: Official examination results will be released before the beginning of the next semester. Students may check their results in one of the following ways:
 - From student portal of College Management System
 - On the notice board of the College
 - Request result slip from Coordinator
 - From programme's website (UoL and ACCA)
- For Mock examinations, students will be expected to receive the result and feedback within two (2) weeks after the Mock examination sitting.
- Appeal for Review of Examination Results: Students who are not satisfied with his/her results may appeal for a review. Appeal for review of examination results must be made in writing and must reach the Examination Board not later than one week after the official release of results. A fee of RM 50 per course will be charged. The fee shall be refunded if the appeal is successful.
- Grading System (varies with programme)
 - The grading for Diploma Programmes:

MARKS	GRADE	GPA
90-100	A+	4.00
80-89	A	4.00
75-79	A-	3.67
70-74	B+	3.33
65-69	B	3.00
60-64	B-	2.67
55-59	C+	2.33
50-54	C	2.00
45-49	C-	1.67
40-44	D+	1.33
35-39	D	1.00
0-34	F	0.00

- The grading for UoL programmes. Student result can be checked at UoL website: <https://my.londoninternational.ac.uk/>

DEGREE CLASS	GRADE	MARK RANGE %
First Class Honours	Distinction	70-100
Upper Second Class Honours	Merit	60-69

Lower Second Class Honours	Credit	50-59
Third Class Honours	Pass	40-49
Fail	Fail	0-39

- The grading for A-Level:

AS Level Grade	Mark Range %	A2 Level Grade	Mark Range %
A	80 – 100	A*	90 - 100
B	70 – 79	A	80 – 89
C	60 – 69	B	70 – 79
D	50 – 59	C	60 – 69
E	40 – 49	D	50 – 59
		E	40 - 49

- The grading for ACCA. The result is posted online at ACCA website: <https://login.iam.accaglobal.com/>.

Grade	Mark Range %
Pass	50 - 100
Fail	0 - 49

9. Academic Standing

- A student is placed on academic warning if his/her semester grade point average is below 2.0 but his/her CGPA is above 2.0.
- A student is placed on academic probation if his/her CGPA falls below 2.0.
- Students who do not maintain a satisfactory rate of progress are required to withdraw if they have not attained at least a 2.0 CGPA for two consecutive semesters.
- Details on academic standing are given in section College Policies - Policy on Academic Standing.

10. Student Attendance

- Students attendance for each lecture, tutorial, laboratory and practical session will be recorded by the lecturer.
- A student with poor attendance will receive warning from the student portal.
- A student who has less than 80% of attendance will be barred from taking examination unless Academic Board satisfied with the students reasoning with valid supporting documents.
- For A-Level Programme, the student's parents will be notified if the student is absent consecutively for 3 days unless advanced notice is given by the student.

11. Academic Misconduct

- Failure to attend classes **THREE (3) times** regardless of subjects or days without obtaining prior approval from the College management.
- Did not complete assignments, homework or projects with valid reason.
- Student must cite and duly acknowledge any reference made for the completion of their assignments and projects. Failure to cite a source or submission of a copied assignments or projects is regarded as plagiarism which is form of cheating.
- Absent from Internal Test, Assessment without prior notice and approval.
- Attending classes without prior application and approval.
- Leaving classes without lecturer's or college management's approval.
- Failed to attend registered external examination.
- Student who failed to follow both student and academic regulation is liable for immediate expulsion and disciplinary action as below:
 - The students may fail the course
 - The students may fail the assignment
 - The lecturer may set up a make-up assignment
 - The students may be allowed to redo the assignment

12. Graduation

- A student who has fulfilled the completion requirements for his/her programme of study is eligible for the award of a Certificate of Completion or Diploma or Degree.
- For A-Level Programme, the student must have passed a minimum two courses from overall three or four courses taken.
- For Diploma Programmes, the student must have:
 - Accumulated at least 90 credit units.
 - Completed and passed all courses for the program of study.
 - Obtained a minimum of CGPA 2.00
- For UoL Programmes, the student must have passed 11 out of 12 courses offered. The classification of degree is as follows:

First Class Honours	Awarded to student who have achieved one of the following set of marks: <ul style="list-style-type: none"> • Five first class marks • Four first class marks and an aggregate of 590
Upper Second Class Honours	Awarded to student who have achieved one of the following set of marks: <ul style="list-style-type: none"> • Five upper second-class marks • Four upper second-class marks and an aggregate of 515
Lower Second Class Honours	Awarded to student who have achieved one of the following set of marks: <ul style="list-style-type: none"> • Five lower second class marks • Four lower second class marks and an aggregate of 440

Third Class Honours	Awarded to students who have achieved five third class marks.
Pass Classification	Only awarded to students having passed 10 or 10 1/2 courses, therefore, have been classified one class lower.

RESIDENTIAL COLLEGE REGULATIONS

1. Residents Only Entry and Prohibited Areas
Only hostel residents are allowed to enter the hostel area. Male students are not allowed to enter zone designated for female students and vice-versa (except for on duty college administration officers).
2. Guest who wishes to enter the premise and stay overnight must obtain permission from the warden.
3. Students are prohibited to possess and store any inflammable materials like petrol, gas and chemicals and dangerous sharp objects such as knife or sword. No fireworks allowed in hostel premise.
4. College administration officer has the right to enter a student's room at any time to carry out inspections. Students do not have right to prevent any college officer from carrying out their duty.
5. No pets are allowed within the premise.
6. Any illegal extension or tampering of electrical wiring are not allowed. Please switch off all the electrical appliances when leaving the room to avoid electrical wastage and accidents.
7. No cooking is allowed in the student's room. Please use the pantry provided and be mindful of others. Clean the area after usage.
8. Silent hours are from 12.00am to 7.30am every day including other times as set by the College administration. Residents are refrain from making any loud noise or disturbance to others within these hours.
9. Curfew Hours: Residents are not allowed to be outside of hostel premise or within college area after 12.00am.
10. Residents are requested to use the College and hostel property with great care and not causing any damage. College is not liable to any accident or mishap happened in hostel and college area.
11. Room changing is not allowed without any written permission from college administration.

FINANCIAL

1. Programme Registration Fee*

- Degree – University of London Programmes (UoL) RM 700
- Foundation, GCE A Level and Diploma RM 600
- ACCA RM 250

2. Tuition Fees

- Tuition fees varies upon programmes, please check with Marketing office for the latest tuition fees.
- 5% discount for each semester or academic year or whole programme's tuition fee full payment (cash/credit/debit card).
- Installment plan option is also provided, please refer to Marketing office for payment structure for each programme. Student must pay the monthly installment by 10th day of each month of the semester.

3. Merit Scholarship

- Merit scholarship is a tuition fee rebated by CIC for qualified local students who had excelled in their previous academic result. (e.g. SPM, STPM, A-Level, UEC)
- Only applicable for Diploma and UoL Programmes. Please check with Marketing office for further information.

4. Exam Fee

- Only applicable for A-Level, ACCA and UoL programmes.
- Student can refer to Account Office for further details.

5. Financial Assistance

- PTPTN - for full time ACCA students, Diploma and UoL students.
- KWSP/EPF withdrawal from parent Account 2 – UoL, Diploma and ACCA students.
- HRDF claimable – ACCA working students.

6. Other Fees

- Diploma

Exam re-sit	RM 50/credit hour
Course Repeat	RM 150/credit hour
Credit Transfer	RM 50/credit hour with administrative fee of RM 50 upon application
Deferment	RM 100 for administrative fee
Late Registration (2 weeks after class started)	RM 50 administrative fee in addition to standard charges

STUDENT FACILITIES

- Lecture Hall / Classrooms



- Computer Lab



- Library

- Opening Hours:

DAY	TIME
Monday - Friday	9.00am to 5.00pm
Saturday	9.00am to 1.00pm
Sunday and Public Holiday	Closed

- Rules and Regulations:

- Students must show their own Students Card when using/borrowing the library materials.
- Students must wear proper attire while in the library. Smoking, eating, drinking, sleeping and making noise is prohibited.

- Students are only permitted to bring in their notebooks, stationery and valuable items. Items such as bags, files, helmets, umbrellas, etc. are to be deposited in the pigeonhole cabinet outside the library.
- Students are not allowed to shift chairs from one table to another and no reservation of seats is allowed. Push back all chairs to their original positions before leaving the library.
- All reading materials must be returned to the trolley next to the library counter after used.
- Students can borrow all library collections except newspapers, magazines, journals, reference books, audio-visual materials and any other materials restricted by the library staff.
- Students who damage or lose the library items will have to pay the price of the library item as well as the fine.
- Students who are found stealing any library items will face disciplinary actions and will be suspended from using the library services.
- Students must stop at the counter to be checked by the library staff before leaving the library.
- Students and part time lecturers are not allowed to borrow books during semester breaks at the end of the year.
- Borrowing/ Returning Books:
 - Borrowers are required to pay a deposit of RM100 for each book (up to maximum of 2 books per time). A Library Card will be given to the student and the payment is refundable on return of the book(s) and the Library Card.
 - Number of books to Borrow/Duration/Renewal:

No. Of Books	Duration	Renewal
2 copies	1 week (7 days)	Twice (if nobody reserves the items). After the 2 nd . renewal, the items must be returned to the library and can only be borrowed after 1 week's lapse

- Library Fine:

Overdue	RM0.20 per day per book (including Sundays and Public Holidays)
Reminder of Overdue	1 st . reminder (1 week after due date) 2 nd . reminder (1 week after 1 st . reminder) Blacklisted (1 month after due date) * Blacklisted users are not allowed to borrow any items for a duration of 2 months.)
Replacement of Library Card	RM 10 per card
Lost/Damaged Library Materials	Borrowers will have their RM100 deposit forfeited

- Books borrowed for references within library: Students are advised to take only two reference books per session within the library. Please be considerate with other students.

- **IMPORTANT**

- The Librarian reserves the right to stop any student from entering the library or borrowing books. Students who have been deregistered or expelled need to return any borrowed books immediately.
- You will be warned by the librarian or person on duty for offences like disturbances, eating or inappropriate behavior in the library. Repeat offence will result in you being barred from using the library until approval has been granted by the Librarian.



- Sport Complex
- Opening Hours:

	Facility/Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Remark
Badminton / Basketball Court		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	
Swimming Pool		4:30pm to 9:00pm	3:30pm to 6:30pm <i>(Maintenance)</i> 6:30pm to 9:00pm	4:30pm to 9:00pm	3:30pm to 6:30pm <i>(Maintenance)</i> 6:30pm to 9:00pm	4:30pm to 9:00pm	3:30pm to 6:30pm <i>(Maintenance)</i> 10:00am to 3:30pm	10:00am to 6:00pm	<i>On Tue, Thu & Sat, no Swimming allowed from 3:30pm to 6:30pm due to maintenance work</i>
Track & Field		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	
Soccer Field		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	
Tennis Court		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	<i>Pending Installation of the nets</i>



- Sick Bay



- Cafeteria
 - Opening Hours: Monday-Friday, 8.30am-4.30pm



- Prayer Room



- Wireless Internet Connection internet is available in the College campus:

WiFi ID	crescendo1
Password	12345678

STUDENT FEEDBACK

In General

Crescendo International College aims to provide the highest quality of service to its students. Students will be asked to complete few surveys on academic programme, course learned and overall college services and facilities. Surveys will be conducted at the beginning, middle and the end of each semester. Each student is required to complete the survey as the result will be used to improve and enhance the student's experience of learning while ensuring the effectiveness of the program design and delivery.

CIC also provide opportunity for student to give feedback or complaint on CIC's administrative, facilities, academic quality and standard. Official complaint can be made to Head of Programmes or Coordinators or Student's Counselor.

A complaint department is located at the lobby for the student to leave a feedback or complaint on any matters regarding the College. Student can also make suggestions or complaints via the College website (see figure below).



ACCA Programme

Student who wishes to submit a formal complaint on any matter pertaining to teaching, course material, facilities or services can direct your complaint to:

Chow Kim Tai

Head of ACCA Programme Crescendo International College

Email: chow@crescendo.edu.my

Your complaint will be responded within five working days. All complaints will be treated with strict confidentiality. If you are not satisfied with the response provided, you can escalate your complaint to ACCA.

If you have exhausted both your complaints process and ACCA's, they can be escalated to the appropriate regulator. Details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>

POLICY ON NON-DISCRIMINATION

Crescendo International College acknowledges its legal and ethical duty to afford equal treatment and equal opportunity to all persons, and thus complies with all applicable laws and regulations that promote non-discrimination and equality of opportunity. It prohibits discrimination against its employees, students, and applicants based on race, gender, religion, age, national ancestry or origin, sexual orientation, disability, marital status, sources of income, or other impermissible reason; harassment and sexual harassment are also prohibited. The college also bars retaliation against an employee, student, or applicant who files a complaint of discrimination against the academic or management.

POLICY ON REPEATING A COURSE

(Diploma Programmes Only)

1. Introduction

1.1 In CIC, Cumulative Grade Point Average (CGPA) system is used to track students' academic performance and this applies to students who repeat courses. Students who fail any courses will be required to repeat the course. Students will not be able to re-enrol into a course that they have previously passed.

2. Policy

2.1 Students who pass the repeated class of a course will receive an official grade one grade point lower than they earn. For examples, 4.00 will be 3.67, 3.33 will be 3.00, etc. However, 2.33 or lower will remain the same.

2.2 The passing grade will supersede the failing grade received before and will be computed into the CGPA.

2.3 Students who fail any courses **THREE (3)** times will be required to withdraw from their programme.

POLICY ON ACADEMIC STANDING

(Diploma Programmes Only)

1. Introduction

- 1.1 In CIC, students shall maintain a satisfactory rate of progress in their programmes. College will ensure that student progress is reviewed at regular intervals and that appropriate action is taken where progress is not satisfactory. This may include counselling, probation, suspension or termination of enrolment.

2. Policy

- 2.1 A student is placed on academic warning if his/her semester grade point average is below 2.0 but his/her Cumulative Grade Point Average (CGPA) is above 2.0.
- 2.2 A student is placed on academic probation if his/her CGPA falls below 2.0.
- 2.3 Students who do not maintain a satisfactory rate of progress are required to withdraw if they have not attained at least a 2.0 CGPA for **TWO (2)** consecutive semesters.

POLICY ON RESITS

(Diploma in Business and Diploma in Airline Services only)

1. Introduction

1.1 In Diploma in Business and Diploma in Airline Services, students who fail any main exam papers are given a 'second try' to resit the paper.

2. Policy

2.2 The resit paper grade will supersede the main paper grade and will be computed into the CGPA.

APPENDICES

Appendix A How can I calculate my CGPA? (Diploma Programmes Only)

CGPA (i.e. Cumulative Grade Point Average) appears in your transcript may puzzle you for a while. Students can calculate their CGPA if they know the following information:

- Credit hours attempted: total number of credit hours you have taken at the college
- Final grades earned: the grades you earned in courses taken
- Grade point for those grades

The basic formula for calculating a semester GPA is to divide the total grade points earned in the semester by the total number of credit hours attempted in the same semester.

If we extend the formula, then the CGPA is to divide the total grade points earned in all semesters so far by the total number of credit hours attempted in those semesters.

You need to refer to the following grade point scale to convert from grade to grade point:

GRADE	GRADE POINT
A+	4.00
A	4.00
A-	3.67
B+	3.33
B	3.00
B-	2.67
C+	2.33
C	2.00
C-	1.67
D+	1.33
D	1.00
F	0.00

Below are examples of a student's CGPA calculation for two semesters:

Semester 1

SUBJECT NAME	GRADE	GRADE POINT	CREDIT HOUR	CREDIT HOUR x GRADE POINT
COURSE A	C-	1.67	3	5.01
COURSE B	A	4.00	3	12.00
COURSE C	B-	2.67	3	8.01
Total			9	25.02

Semester Credit Hour = \sum Credit Hour = 3+3+3=9
 Semester Grade Point = \sum Credit Hour X Grade Point=5.01+12.0+8.01=25.02
 Semester GPA = Semester Grade Point / Semester Credit Hour = 25.02/9=2.78

Total Credit Hour = \sum Credit Hour (all semesters) = 9
 Total Grade Point = \sum Credit Hour X Grade Point (all semesters) = 25.02
 CGPA = Total Grade Point / Total Credit Hour = 25.02/9 = 2.78

Semester 2

SUBJECT NAME	GRADE	GRADE POINT	CREDIT HOUR	CREDIT HOUR x GRADE POINT
COURSE D	B	3.00	3	9.0
COURSE E	A	4.00	3	12.00
Total			6	21.00

Semester Credit Hour = \sum Credit Hour = 3+3=6
 Semester Grade Point = \sum Credit Hour X Grade Point=9.0+12.0=21.0
 Semester GPA = Semester Grade Point / Semester Credit Hour = 21/6=3.5

Total Credit Hour = \sum Credit Hour (all semesters) = 9+6=15
 Total Grade Point = \sum Credit Hour X Grade Point (all semesters) = 25.02+21.0=46.02
 CGPA = Total Grade Point / Total Credit Hour = 46.02/15 = 3.07

If you have any question about how to calculate your own CGPA, please don't hesitate to contact programme coordinator for assistance. Monitoring your own CGPA is a good habit to adopt as it will help you to understand your programme requirements and how to ensure that you remain in compliance with the CGPA requirements at the college.



All programmes offered in Crescendo International College also consist of their individual regulations and mechanisms. Programmes that awarded by other bodies (i.e. University of London) will require its students to adhere to their progression requirements and international programmes' regulations.

For further information on the range of programmes we offer, please visit our website or contact us

Tel: (607) 8636 888

E-mail: admin@crescendo.edu.my

www.crescendo.edu.my

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